

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1 titles Abs KD	3	"997571".ap.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 10:47
S2 " KD	2	"5287505".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 13:00
S3	546	(receive or receiving) and (submitting or submit or submission) and (complaint or (service adj request) or (work adj order)) and customer and database and server and reports and website	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 13:03
S4 " KD	61	S3 and ((sales adj person) or (salesman) or (sales adj personnel) or (sales adj staff) or (sales adj team))	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 13:04
S5 " KD	10	S3 and (customer.ti. and service.ti.)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 13:04
S6 " KD	65	("3958111"   "4310896"   "4425625"   "4517468"   "4654852"   "4701845"   "4823343"   "4866712"   "4868763"   "4884218").PN. OR ("5287505").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:09
S7 " KD	60	siebel.as.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:13
S8 " KD	165	(customer and service and (process or method)).ti.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:14
S9 " KD	84	((customer adj service) and (process or method)).ti.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:18
S10	1654	(705/8).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2006/03/02 14:18
S11	32274	(705/1-40).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2006/03/02 14:19

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S12	272	S3 and S11	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 14:19
S13 "KD	64	S8 and S11	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 14:48
S14 "KD	20	S3 and S10	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 14:19
S15 "KD	2	"5956024".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 14:48
S16 "KD	44	("4698624"   "4772882"   "5115504"   "5185857"   "5204947"   "5220675"   "5262761"   "5297249"   "5307086"   "5309509"   "5317687"   "5335320"   "5347627"   "5347629"   "5349658"   "5371844"   "5374924"   "5384910"   "5388202"   "5404441"   "5414806"   "5414836"   "5416508"   "5416890"   "5424140"   "5430836"   "5436637"   "5524195"   "5539822"   "5592212"   "Re32632").PN. OR ("5956024"). URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:50
S17 "KD	19	S3 and customer.ti.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:53
S18 "KD	1	"5839117".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:53
S19 "KD	26	("4490810"   "4734858"   "4775935"   "4803348"   "4887208"   "4992940"   "5105184"   "5146404"   "5168445"   "5241464"   "5283731"   "5309355").PN. OR ("5839117").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2006/03/02 14:56
S22 "KD	7	"213022".ap.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/02 18:05

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S23	546	(receive or receiving) and (submitting or submit or submission) and (complaint or (service adj request) or (work adj order)) and customer and database and server and reports and website	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/03 11:11
S24	32274	(705/1-40).CCLS.	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	OFF	2006/03/03 11:11
S25 11/10	272	S23 and S24	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/03 11:11
S26 11/10	272	S25 and (web or website or webpage)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/03 11:17
S27 11/10	135	(customer adj service).ti. and (web or website)	US-PGPUB; USPAT; EPO; JPO; DERWENT	OR	ON	2006/03/03 11:18

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Set	Items	Description
S1	18603005	SERVICE
S2	6734931	CUSTOMER
S3	1387183	S2(1N)S1
S4	3150162	WEBSITE
S5	14135575	REQUEST OR ORDER
S6	17979105	SYSTEM
S7	2549164	DATABASE
S8	3858118	UPDATE OR UPDATING OR UPDATED
S9	8519057	REPORTS
S10	1075	S3 AND S4 AND S5 AND S6 AND S7 AND S8 AND S9
S11	314	S10 NOT PY>=2001
S12	212	RD (unique items)
?		

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